



**MILWAUKEE POLICE DEPARTMENT  
RECORDS MANAGEMENT SYSTEM (RMS)**

**REQUEST FOR PROPOSAL (RFP 12637)**

**VENDOR RESPONSE TEMPLATE  
APPENDIX B – TECHNICAL SOLUTION SPECIFICATIONS**

**AUGUST 8, 2013 (FINAL)**

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## 1 INTRODUCTION

Vendors responding to the Milwaukee Police Department (MPD) request for proposal (RFP) for a Records Management System (RMS) should use this document (Appendix B) as a template to submit their Technical Solution Specifications. Insert diagrams or append additional technical material as needed.

*Note: The RMS solution may be referred to interchangeably herein as “the RMS”, “the solution”, or “the system.” It is understood that the RMS may be comprised of various functional modules and optional components.*

In this document, the priority for each technical solution specification requirement is identified using a 1-to-5 rating scale:

- 5 = High/Mandatory Requirement
- 3 = Medium/“Nice to Have”
- 1 = Low/Optional
- 0 = Request for Information

The priority is indicated in **bold** typeface using the notation “**P1**”, “**P2**”, “**P3**”, etc. using the 5-point scale above.

The priority will be indicated immediately after the requirement or alternatively in the header to indicate the priority for all requirements in that section.

## 2 SYSTEM ARCHITECTURE AND HARDWARE

1. Document the overall system architecture for your solution, showing the relationship of the solution relative to the OSI (Open Systems Interconnection) Model. **P0**
  - a. Include system architecture relationship diagrams, database entity, and narratives for the proposed solution. **P0**
  - b. Provide a system landscape diagram and narrative for the proposed solution. **P0**
2. The proposed Records Management System solution must be adequate to support existing and anticipated (over a five-year useful life) processing requirements and response times. List the recommended hardware, server operating systems, processor, storage requirements, and network environment needed to successfully implement your solution. **P0**

- a. Include a detailed list of any special hardware or software required for the implementation. **P0**
  - b. Detail the different software and hardware needed for testing, staging, and production servers. **P0**
  - c. Does your solution use a commercial-off-the-shelf Application Server (e.g., Ruby on Rails, Apache, IIS, etc.)? **P5**
3. Provide information on client workstation operating system, processor, storage requirements, and any workstation hardware and software needed. **P0**
    - a. Provide the recommended configuration for user workstations, including any distinctions between developer and end-user workstations. **P0**
  4. The MPD desires a system that uses a Web Client User Interface that shall maintain functional compatibility with Windows, Linux, and Java-based browsers. Describe if your solution is available and fully functional via web browser. **P5**
    - b. Specify the supported browsers (including version numbers). **P0** Is the solution browser agnostic? **P5**
    - c. Does the solution require ActiveX controls, Silverlight, Flash, or other browser plug-ins? **P0** MPD prefers no additional controls, plug-ins, etc. **P5**
  5. Describe if your solution is available on mobile devices **P0**; if so, list the supported devices. **P0** (Is the solution device agnostic? **P4**)
  6. Describe the server architecture such as web application and database, and include the recommended configurations. **P0**
  7. Describe if your solution is available as Software as a Service (SaaS) or similar. **P3**
  8. Describe how multiple instances of your solution could run concurrently on the same infrastructure for multijurisdictional support **P3** and (physical or logical) segmentation of data. **P0**
    - a. Federated or centralized? **P0**
  9. Describe your support for load balancing across multiple servers **P5**
    - a. Support for clustering **P5**
    - b. Ability to virtualize (e.g., VMware ESXI or Citrix) the solution for servers and/or workstations. Identify specific solution implementations. **P5**

10. The MPD requires that the Records Management System utilizes either Oracle database server 10g (release 10.2.0.3) or higher, or Microsoft SQL Server 2005 or higher. **P5** Identify the supported databases in your solution. **P0**
11. Identify the underlying programming and scripting languages used by your solution. **P0**
12. Describe the proposed solution's bandwidth requirements **P0**, including:
  - a. Wired network requirements **P0**
  - b. Wireless / broadband requirements **P0**
13. Describe the proposed solution's system connectivity requirements. **P0**
14. If the proposed solution includes network (voice or data) activities, the proposer must meet the following technical requirements:
  - a. Adherence to the City of Milwaukee's network and phone standards. **P5**
  - b. Adherence to the City of Milwaukee's cabling standards. **P5**
15. Describe the future vision for your solution in terms of underlying architecture including operating system, database, etc. **P0**
16. Identify the mechanism used for centralized updates. **P5**
17. Is your product platform-independent (Apple, Linux, Android, etc.)? **P3**

### 3 SYSTEM PERFORMANCE, MAINTENANCE, AND SUPPORTABILITY

1. Explain to what degree the software is scalable to support growth and increased usage. **P0**
2. Describe the recommended archiving, backup, and recovery plan for your RMS. **P0**
3. Provide specific information on maintenance and upgrades including who performs tasks (the vendor or MPD OPIS). **P0**
4. Describe the ability to maintain easily accessible backups or site mirrors for emergency rollback. **P0**
5. Describe your system performance in terms of industry benchmarking standards (e.g., COBIT, ISO, etc.). **P0**

6. Describe your system availability benchmarks for agencies of a similar size and user base. What is your system uptime? **P0**
7. Describe your typical planned outage process and schedule. **P0**
8. Describe your process for handling unplanned outages. **P0**
9. Does your solution provide an offline mode for users to continue work during a planned or unplanned outage? P3 What is the process for synchronizing data from offline to online mode? **P0**
10. Do you provide RMS support on a 24/7/365 basis? **P5**
11. What DBA services are available? **P0**
12. Describe your process of redundancy to keep core functions up for high availability and fault tolerance. **P0**
13. Describe your solution for compliance with legal and audit retention requirements. **P0**
14. Describe your ability to ensure individual record security that focuses on records retention schedules and records destruction to meet state and federal law. (Scheduled and Un-Scheduled) **P0**
15. Describe your solution for job scheduling and batch management. **P0**
16. Describe your solution for system and performance monitoring. **P0**
  - a. Describe the ability to monitor any of your solution's automated events/processes and provide notifications upon success and failure. **P0**
  - b. Describe any hooks into standard monitoring systems. **P0**
17. Describe your mitigation strategy to ensure no single point of failure to any of the systems that comprise the RMS solution. **P0**

## 4 SYSTEM SECURITY

1. Does your RMS leverage Active Directory / LDAP for the creation and maintenance of user accounts (login ID and password)? **P5**
2. Does the RMS allow users to reset their passwords at any time (between periodic system-initiated password change prompts)? **P4**

3. MPD utilizes heuristic analysis within its antivirus solution. Does your software support Heuristic-Based Virus Detection? **P5** Explain your approach to addressing false positives. **P0**
4. Describe your solution's password policy, including the following:
  - a. Is your password policy CJIS compliant? **P5** If so, what version? **P0**
  - b. Is there a minimum / maximum length for passwords? **P0**
  - c. Are there requirements for password strength (numerals, special characters, etc.)? **P5**
  - d. Are passwords stored encrypted? **P5**
  - e. After repeated failed login attempts, is the user ID disabled? **P3** If so, is it permanently disabled or temporarily disabled for an agency-determined time period? **P0**
5. Does the RMS perform an IP address check to prevent unauthorized access to the application? **P5**
6. Is the RMS data transmitted through the network secured? **P5**
7. Are the standard SSL certificates maintained between the client and server? **P5**
8. Is data stored encrypted? **P5** (Indicate if none, some, or all is encrypted; indicate which data is encrypted.) **P0**
9. Is data encrypted when it is transmitted to external data exchanges? **P5**

## 5 COMPLIANCE WITH MPD'S MINIMUM TECHNICAL REQUIREMENTS

### 5.1 COMMERCIAL ACCEPTANCE

Records Management System solutions will be evaluated based on their business merit, but only if a proposer can demonstrate that the underlying computing applications, tools, database, and operating systems used to deliver the Records Management System have wide commercial acceptance and that the solution working well for a large installed base of clients. **P5** Indicate any other technical features not covered in Sections 2 – 4 (above) to help the MPD assess the merit of your proposal. **P0**

### 5.2 DATABASE ENVIRONMENT

The MPD expects that the underlying database provide a mechanism by which information can be accessed, manipulated, reported on, or simply queried without negative impact to normal production usage. **P5** As a result, the proposed solution must provide a facility to easily support user queries and

third-party reporting tools. **P5** Please describe your solution's support for user queries and third-party reporting tools (list tools and version numbers). **P0**

### 5.3 CLIENT USER INTERFACE

Describe the extent to which your proposed solution meets the following requirements:

1. The user interface must provide rapid access to information: **P5**
  - a. For hard-wired workstations, individual record inquiries must be returned within 3 seconds. **P5**
  - b. For search normal, low volume inquiries returning less than 1,000 records, data must be returned in less than 6 seconds on a hard-wired workstation. **P5**
2. The user interface should display a 'progress bar' or other visual indicator to indicate system activity. **P5**
3. The client user interface must be configurable as to appearance and location of data. **P4**
4. Because the application will be used in police vehicles as well as office workstations, the user interface must be able to be easily adapted for low light and bright light environments. **P5**
5. Any changes to the client user interface must be distributed electronically and automatically. **P5**

### 5.4 PROPOSER'S DEVELOPMENT ENVIRONMENT

The MPD will look to the provider of the license (i.e., the proposer or the Records Management System solution provider, if they are different entities) to provide all application development services. **P5**

The MPD expects the proposer to have established an application development environment that is well ordered, automated and which provides high-quality programs. **P5** This will be evidenced by the Proposer having achieved a Capability Maturity Model (CMM) level 2 or better rating. **P5**

Please describe your application development environment, including your CMM rating. **P0**

### 5.5 REGULAR RELEASES AND FIXES

The MPD requires the Records Management System solution provider to support the solution with regular releases. **P5** Please provide the information requested below:

1. Please describe the method(s) by which the functional/technical upgrades of your new releases are determined. Include the prioritization method(s), and any client user involvement. **P0**

2. Provide a history of releases and fixes to the system since January 1, 2006, as an indication of your history of making product enhancements and timely compliance with any new state or federal reporting requirements. Of the functionality in these releases, please specify the percentage of each release that was related to client user requests versus other sources such as your marketing or sales groups. **P0**
3. Describe the methods used for regression testing and testing of new features and functionality. **P0**
4. Describe how issues are communicated to the user community. **P0**

## 5.6 PROSPECTIVE TECHNOLOGY

Describe any platform or technology changes you are anticipating in future releases of the Records Management System solution during the next five years. **P0** This statement must also include the usage of third-party software or tools as a part of the Records Management System solution. **P0**

The successful proposer must commit to annually sharing their roadmap for future platform or technology changes for the coming three years. **P5** This statement must also include the usage of third party software as a part of the Records Management System solution. **P5** Please indicate your willingness to comply with this requirement, should your solution be chosen. **P0**

## 5.7 AD-HOC REPORTING

1. Indicate the method for MPD employees to execute ad-hoc inquiries of the RMS data, including whether ad-hoc queries are made against the production database or a mirrored data environment. **P0**
2. The system must provide an architecture that can be accessed by third-party reporting tools such as Cognos or Crystal Reports. **P5** Indicate the standard toolsets that can be used to create reports. **P0**
3. Indicate whether reports can be output, with formatting, to Microsoft Excel and to Microsoft Word. **P4** If yes, indicate which versions of Microsoft Excel and Microsoft Word are supported. **P0**

## 5.8 MINIMAL MODIFICATIONS

The MPD is interested in pursuing only proven COTS Records Management System Solutions that require minimal modifications, if any. **P5** The successful proposer will commit that any modifications will be included in the base product going forward to ensure that there are no support issues with future releases. **P5**

Identify all product modules that are required to support the proposed solution, and describe the extent of the modifications that you will undertake to deliver this product. **P0**

### **5.9 SOURCE CODE P5**

The MPD must ensure that the source code for the installed systems is available in the event it becomes necessary for the MPD to take over the support of the system. To achieve this, the vendor shall provide source code on all software that is not commercially provided (e.g. Microsoft Word, Microsoft Excel, etc.).

Once the systems are installed, new source code must also be provided whenever the vendor provides software updates to their system. The source code shall be provided in electronic format. The MPD will require the vendor to escrow the source code as a part of contract negotiations. The MPD will require escrow of software for reasons other than bankruptcy. These reasons will include:

- Support has ceased for the product purchased by the MPD;
- Vendor continues to charge maintenance, however new releases are minimal in their applicability to the MPD; or
- Vendor has stopped marketing the product acquired by the MPD.

Indicate your agreement with these terms, should your solution be selected.

### **5.10 RECORDS MANAGEMENT SYSTEM SOFTWARE USER GROUP P0**

Please describe the user group for the proposed Records Management System solution. Describe the following:

- Purpose of user group
- Frequency and duration of user group meeting
- Any associated cost with participating in user group
- Is the user group meeting combined with other products?
- Location of user group meeting

### **5.11 RIGHT TO REPRODUCE DOCUMENTATION P5**

The MPD shall have the right to reproduce at no charge, but at MPD's cost for reproduction, for use by MPD employees, any documentation for software owned by the proposer or any of its subcontractors that is used to perform services under the contract. To the extent it is not legally prohibited from doing so by the terms of the applicable license, the proposer grants the MPD the right to reproduce at no

charge, but at MPD's cost for reproduction, for use by MPD employees any documentation for software owned by third parties but used by the MPD or any of its subcontractors to perform services under the contract. If the proposer is legally prohibited from granting such rights to the MPD with respect to any particular software that will be used by the proposer or any of its subcontractors to perform services under the contract, the proposer's proposal must so state in express terms.

### **5.12 SOFTWARE VIRUSES P5**

It is critical to the overall success of the project that no software provided by the proposer to the MPD during the term of this contract contains or introduces a software virus that results in contamination or damage to the MPD's equipment or its network, personal computing or other operating environments hardware including the hardware or software of any third party authorized to be connected to the MPD's computing environments, or the unauthorized disclosure of the MPD's data.

The Proposer shall take all precautions that are reasonable, customary, and commercially practical to avoid providing the MPD with any software that contains or introduces a virus.

REF: RFP 12637 – APPENDIX B – RMS – TECHNICAL SOLUTION SPECIFICATIONS (FINAL)